IACS FAQ's

General:

1. **Q: I need access to a CMS application/system and do not have an account yet. How do I get an account?**

A: A user who needs access to CMS applications or services will 'Self-Register' via IACS at the following URL: https://applications.cms.hhs.gov

The user should then enter the applications portal, select "Account Management", then "New User Registration", and then select the appropriate community or application from the list to begin the registration process.

Each user is responsible for truthfully entering all required data in the registration forms/screens in IACS. The request is then routed to the appropriate approver. Upon approval, the user is granted a 'role'. That role will provide access to the full suite of applications which support that role. The user's access is restricted to only those data resources the role requires.

Once the account has been approved the user will receive an e-mail with their new User ID, and a separate e-mail with information about their temporary password.

2. **Q: How often must Individuals Authorized Access to CMS Computer Services (IACS) passwords be changed?**

A: Users must change their passwords every 60 days. If a password is allowed to expire, the user will be redirected to the change password screen. Passwords must be significantly different from the last 6 used for IACS.

3. **Q: I forgot my Individual's Authorized Access to CMS Computer Services (IACS) password / user id. What should I do?**

A: Contact the appropriate Help Resource to have your password reset. A list of Help Desk Resources can be found on the CMS Applications portal at https://applications.cms.hhs.gov

4. **Q: Why must I:**
   - **Change my password every 60 days?**
   - **Not share my user account with a co-worker**
   - **Confirm my access needs each year?**

A: CMS must follow the provisions of the Federal Information Security Management Act (FISMA) and the Federal Standards published by the National Institute for Science and Technology (NIST). Those documents describe the requirements for access to Government Systems including password expiration times, sharing of accounts and attesting to continued access needs.

5. Q: Why must my email address be unique?

A. IACS communicates with you using email. In order to ensure delivery of these email communications to you and only you, your email must only be accessible by you. Some of these emails may contain information about your password. In order to maintain the integrity of IACS, we must ensure this communication link maintains the strictest confidentiality.

MA Part D Users:

6. Q: What steps should Part D Plan users take if their IACS password has expired?

A: For IACS password resets, Plan users should contact the MMA Help Desk at 1-800-927-8069 or mmahelp@cms.hhs.gov.

7. Q: How does the Part D Plan update their contact information?

A: To update contact information, contact the MMA Help Desk at 1-800-927-8069 or mmahelp@cms.hhs.gov.

8. Q: I attempted to register for an IACS GUID, however I received an error message stating that my SSN or e-mail address is already in use. How do I resolve this error message?

A: For resolution, please contact the MMA Help Desk at 1-800-927-8069 or mmahelp@cms.hhs.gov with the last 6 digits of the SSN and the e-mail address used when attempting to submit the registration.

9. Q: I registered for a new IACS account under the role of <MA/PDP> <Submitter/Representative> however I have not received my login information. How long does it take for my registration to be approved?

A: After submitting your electronic registration through the IACS website the External Point Of Contact (EPOC), employed by the same company and Health Plan which you work for, verifies that your registration request is valid. Once the EPOC has approved

your request, your registration is sent electronically to CMS and is processed automatically by the IACS system. The user who submitted the registration will then receive a system-generated email with their IACS login information. Users requesting access through the IACS website are encouraged to work with their designated EPOC during this registration process. Any user can contact the MMA Help Desk at 1-800-927-8069 or mmahelp@cms.hhs.gov for their EPOC information.

10. Q: When completing the New User Registration form on the IACS website, what is the difference between MA and PDP Submitter/Representative?

A: The MA Submitter and MA Representative roles can add any contract number beginning with H, R, S and E (example: H1111, R1111, S1111, E1111). The PDP Submitter and PDP Representative roles can only add contracts beginning with S and E (example: S1111, E1111).